



BSB20115 Certificate II in Business Course Information Brochure

Description of Course

This is an entry level qualification which provides students with the knowledge and skills to enhance their employment prospects in a business or office environment. The certificate provides an understanding of business fundamentals within Australia context and will assist students to gain employment opportunities in an entry level administrative or customer service roll.

Activities / Tasks

The course provides both theoretical and practical training that is linked directly to the work that business related employees undertake. The course includes:

- Organise and complete daily work activities;
- Communicate in the workplace;
- Use business technology;
- Organise personal work priorities and development;
- Organise workplace information; and
- Design and produce business documents.

Assessment

Assessment is conducted using a combination of project based practical tasks, theory test and design folios/briefs. The assessment of your overall competence at this certificate level will be undertaken by a qualified assessor and your competence judge using all of these tasks. Students will be given a fair and adequate assessment process that include the option of an assessment re-sit.



Course Content

Year 1

Wednesday 9.00am – 12.30pm

Code	Units of Competency	Nominal Hours
BSBWHS201	Contribute to health and safety of self and others	20
BSBWOR202	Organise and complete daily work activities	20
BSBINM201	Process and maintain workplace information	30
BSBCMM201	Communicate in the workplace	40
BSBITU203	Communicate electronically	20
BSBCUS201	Deliver a service to customers	40
BSBIND201	Work effectively in a business environment	30
BSBWOR203	Work effectively with others	15
BSBINM202	Handle mail	15
BSBITU201	Produce simple word processed documents	60
BSBWOR204	Use business technology	20
BSBSUS201	Participate in environmentally sustainable work practices	20
Total Nominal Hours		330

Year 2 (2020)

Wednesday 1.00pm – 4.30pm

Code	Units of Competency	Nominal Hours
BSBCUS301	Deliver and monitor a service to customers	35
BSBINM301	Organise workplace information	30
BSBITU306	Design and produce business documents	80
BSBPRO301	Recommend products and services	20
BSBWOR301	Organise personal work priorities and development	30
Total Nominal Hours		195



Pathways

After achieving BSB20115 Certificate II in Business, individuals may undertake further education and training, including:

- Certificate III in Business
- Certificate IV in Accounting
- Certificate IV in Business
- Diploma of Accounting
- Diploma of Business
- Bachelor of Business

With additional training and experience, possible future career opportunities may include work in the following sectors:

- Conveyance
- Bank Worker
- Office Manager
- Law Clerk
- Logistics Clerk
- Accountant
- Human Resource Manager
- Hospital Administrator
- Hotel or Motel Manager
- Public Relations Officer

Length of the Course

This course runs for two years.

Auspicing Registered Training Organisation

IVET (RTO Code: 40548)

Enrolment Process

Students must apply through their VET Coordinator at their home school and complete the enrolment form at the PLVC VET Enrolment evening.